

## ABSTRACT OF THE INVENTION

A system and method for providing medical care to a patient via a virtual call center, regardless of the patient's location and a medical care agent's location, is disclosed. A patient digital processor allows a patient to provide a patient profile to the medical care system that is received by a medical care digital processor. A medical care agent digital processor allows a medical care agent to provide their characteristics to the medical care digital processor. Upon patient initiation, the medical care processor analyzes the patient profile to determine an appropriate medical care agent to address the patient's medical queries. A connection is then made between the patient digital processor and the medical care agent digital processor to allow "real time" interaction. Additional medical care agents may be added to the connection for additional medical analysis and input.